

June 28, 2013

To: Executive Board

Subject: **May Performance Indicators Report**

Recommendation

Receive and file the May 2013 Performance Indicators Report.

Summary

The performance indicators report provides an analysis of Foothill Transit's nine key indicators on a month-to-month basis. Data is collected from a variety of sources such as the fareboxes on buses; contractor reported data, and financial performance data.

Below is a snapshot of system performance. *Further detail on the items discussed below can be found in the analysis section of this item.*

- **Boardings** – Overall boardings recorded for May 2013 was 1,239,532. This is a slight increase compared to the May 2012 ridership.
- **Fare Revenue** – Total fare revenue for May 2013 was \$1,559,965, resulting in an average fare of \$1.26 per boarding. This is an improvement of almost two percent above May 2012 revenue levels.
- **Operating Expenses** – Total operating expenses for May 2013 were \$4,707,431 resulting in an average cost per service hour of \$83.21.
- **Accidents** – There were seven preventable accidents in May 2013, producing an average of 0.60 preventable accidents per 100,000 miles for the month.
- **Customer Complaints** – Foothill Transit recorded 10.33 complaints per 100,000 boardings for May. This is an increase of 3.85 percent from the May 2012 figures.
- **Schedule Adherence** – This month, 77.0 percent of all trips surveyed were on-time. This is a reduction of 4.06 percent when compared to April 2012.

Analysis

Attachments A - L show the performance indicators used to determine Foothill Transit's progress toward achieving our overall goals and objectives for this fiscal year. In order to accomplish its mission, Foothill Transit focuses on these goals:

- 1) Operate a safe transit system;
- 2) Provide outstanding customer service;
- 3) Operate an effective transit system;

4) Operate an efficient transit system.

Overall System Performance

Foothill Transit's overall system performance is based on several key indicators. These include total monthly ridership, vehicle service hours, fare revenues, and the total operating expenses incurred throughout the month.

Attachment A includes a summary of system goals and their respective performance indicators.

Total Boardings and Total Revenues

Total boardings in May 2013 were 1,239,532. This reflects flat ridership when compared to May 2012 figures. Year-to-date boardings were 12,951,562 and represents a slight increase of 1.40 percent from the FY 2012 figure.

Year-to-date fare revenues reflect a 1.87 percent decrease below the FY 2012 totals. Revenues in May 2013 were \$1,559,965 million which is a 0.73 percent increase compared to May 2012. Even with increased ridership, the lower year-to-date fare revenue total can be attributed to the lowering of the Silver Streak fare for the Silver 2 Silver program. Foothill Transit ExpressLanes operating funding from Metro is sufficient to cover the added expense and lost revenue associated with the demonstration program. Staff is currently working with Los Angeles Metro to determine a formula that will ensure Foothill Transit is made whole should the Silver 2 Silver program be continued beyond the demonstration period.

Total expenditures for the month were \$4.7 million, which is approximately eleven percent below May 2012 expenditures. It is important to note a \$600,000 management fee payment for the month of May was paid in April, resulting in the variance between 2013 and 2012. This payment was accrued and paid for in April 2013. If the \$600,000 payment is deducted from April and added to the May 2013 expenses, then the difference between May 2012 and May 2013 would be about one percent.

Attachment B displays Total Boardings and Revenue for the past 13 months.

Following is a summary of how Foothill Transit's performance indicators relate to achieving its four primary goals:

Goal #1 – Operate a Safe Transit System – Foothill Transit's primary goal is to operate a safe transit system. The number of preventable accidents incurred for every 100,000 miles of vehicle operation measures system safety.

Preventable Accidents per 100,000 Miles

Foothill Transit has adopted a standard of 0.60 preventable accidents per 100,000 miles for this fiscal year. In May 2013 there were seven preventable accidents, producing an average of 0.54 preventable accidents per 100,000 miles for the month. This is an increase of one preventable accidents from the May 2012 figure. Year-to-date accidents are averaging 0.74 preventable accidents per 100,000 miles.

Attachment C provides a summary of Preventable Accidents per 100,000 Miles.

Goal #2 – Provide Outstanding Customer Service - Foothill Transit measures achievement of this goal by monitoring the following categories: Complaints per 100,000 Boardings; Average Miles between Service Interruptions; Average Hold Time; and Schedule Adherence.

Complaints per 100,000 Boardings

In May a total of 10.33 complaints per 100,000 boardings were recorded. This is a decrease of almost four percent from May 2012. Of the 128 complaints received during the month, 52 were related to schedule adherence. There were also 44 complaints related to operator courtesy, 11 complaints for passenger pass-ups, nine for mechanical issues, five related to safety, five related to fares, and two related to ADA. The agency also received 11 compliments for the month.

Attachment D provides a summary of average Complaints per 100,000 Boardings.

Schedule Adherence

Foothill Transit has adopted a goal of 90 percent Schedule Adherence for this fiscal year. In May 2013 the agency achieved an average of 77.0 percent on-time performance on all lines. This is below the performance target of 90 percent and reflects a decrease of four percent below May 2012 figures. Current year-to-date figures reflect a decrease of 12.65 percent.

Despite the lower overall schedule adherence numbers, schedule adherence has been improving since the beginning of this fiscal year. Foothill Transit transitioned from manually collected samples of schedule adherence data to systemwide schedule adherence data collected electronically by our SMART *Bus* system.

Average Hold Time

Data available from the phone systems at our five Transit *Stores* and our administrative office allows the monitoring of individual stores, specific lines, and the times at which there are higher call volumes, so that the stores can be staffed accordingly. The recorded average hold time of 43 seconds during May 2013 is below the performance

target of 45 seconds. The Transit Store management team monitors the call queue to ensure calls are being answered in an efficient and timely manner.

Attachment F provides a summary of Average Hold Time.

Average Miles between Service Interruptions

In May, Foothill Transit averaged 12,017 miles between service interruptions. This is below the fiscal year target of 15,000 miles. Year-to-date average miles between service interruptions are currently 16,130 which is 50 percent higher than the previous fiscal year. The Arcadia maintenance facility is in the process of hiring fourteen new mechanics. The Arcadia maintenance facility has also launched a road call reduction plan and implemented a new bus diagnostic plan that includes a more thorough check of the buses prior to going out on the street.

Attachment G, Average Miles between Service Interruptions, compares the average miles between service interruptions with our performance standard.

Goal #3 – Operate an Effective Transit System- Foothill Transit measures its overall effectiveness as a transit system by monitoring Boardings per Vehicle Service Hour and Average Weekday Boardings.

Boardings per Vehicle Service Hour

The agency averaged 21.9 boardings per vehicle service hour in May 2013. This represents an increase of one percent from the May 2012 figure. The 56,575 service hours operated during the month are about equal to the same period in the previous fiscal year.

Attachment H shows the trend of this performance indicator.

Average Weekday Boardings

In May 2013, the agency averaged 48,770 boardings per weekday. This figure is equal to the May 2012 average weekday boardings. Year-to-date average weekday boardings are currently more than one percent higher than those in the previous fiscal year.

Attachment I, Average Weekday Boardings, shows the trend of this indicator.

Goal #4 – Operate an Efficient Transit System- Foothill Transit measures its overall efficient use of available resources by monitoring farebox recovery ratio and average cost per vehicle service hour.

Average Cost per Vehicle Service Hour

The organization's average cost per vehicle service hour in May 2013 was \$83.21. This is a decrease of 9.31 percent from the May 2012 figure. While the year-to-date cost per

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hour figure of \$90.77 is almost equal to the previous fiscal year, it is still below the performance target of \$99.22.

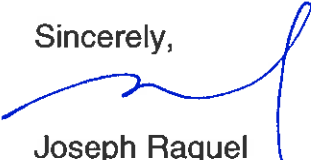
Attachment J, Average Cost per Vehicle Service Hour, shows the trend of this indicator.

Farebox Recovery Ratio

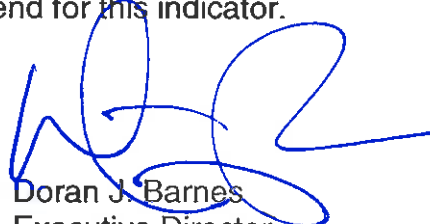
The May 2013 farebox recovery ratio was 33.14 percent. This is a 12.75 percent increase from the May 2012 figure and higher than the performance target of 26.76 percent. The lower operating cost for the month of May 2013 influenced the large difference between May 2013 and May 2012. For the fiscal year to date, farebox recovery ratio is currently tracking at 28.73 percent and represents a 4.17 percent decrease from the previous fiscal year. The farebox recovery ratio is calculated by dividing total revenue by total operating expense.

Attachment K, Farebox Recovery Ratio, shows the trend for this indicator.

Sincerely,



Joseph Raquel
Director of Planning

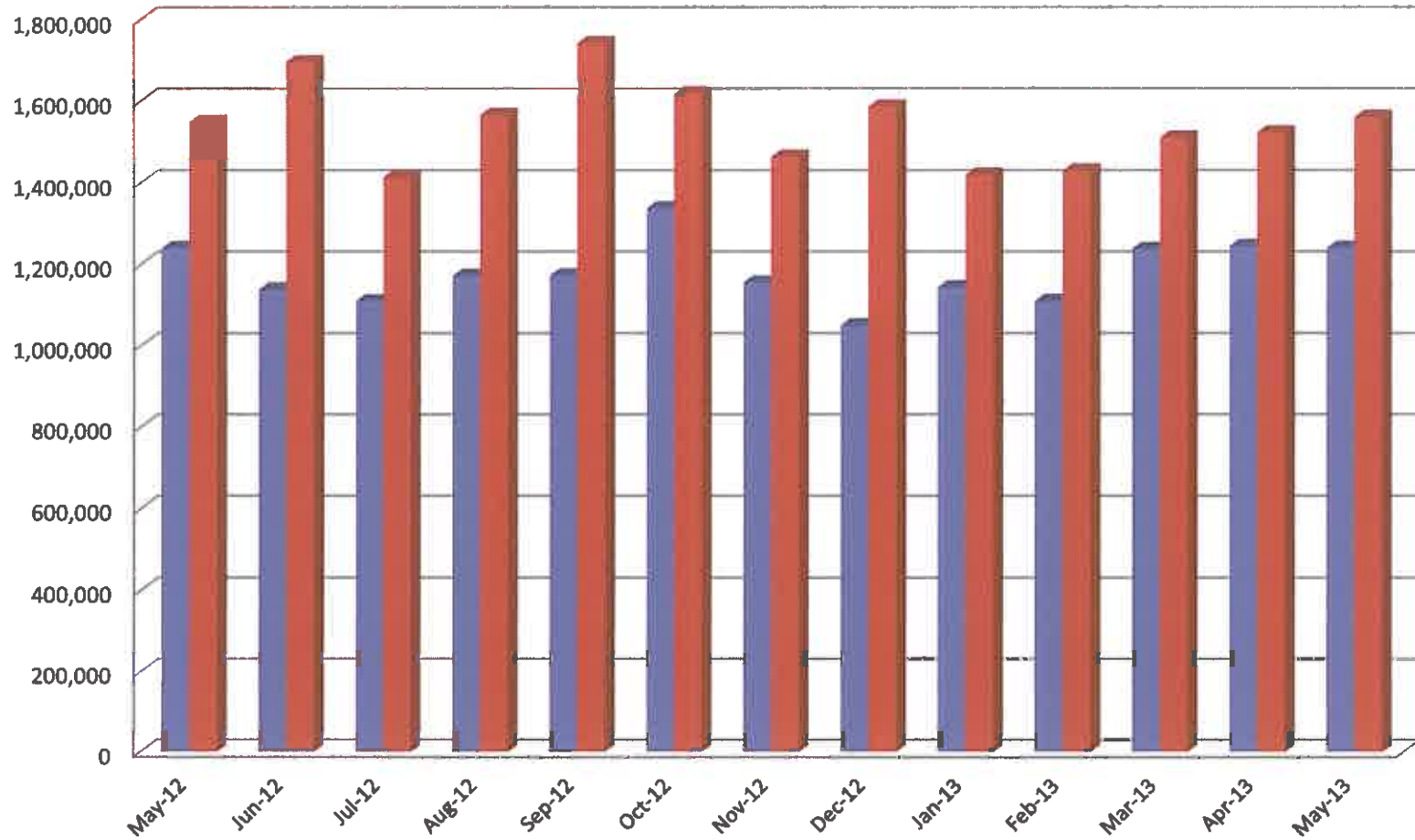


Doran J. Barnes
Executive Director

**Attachment A: Key Indicators Report
May-13**

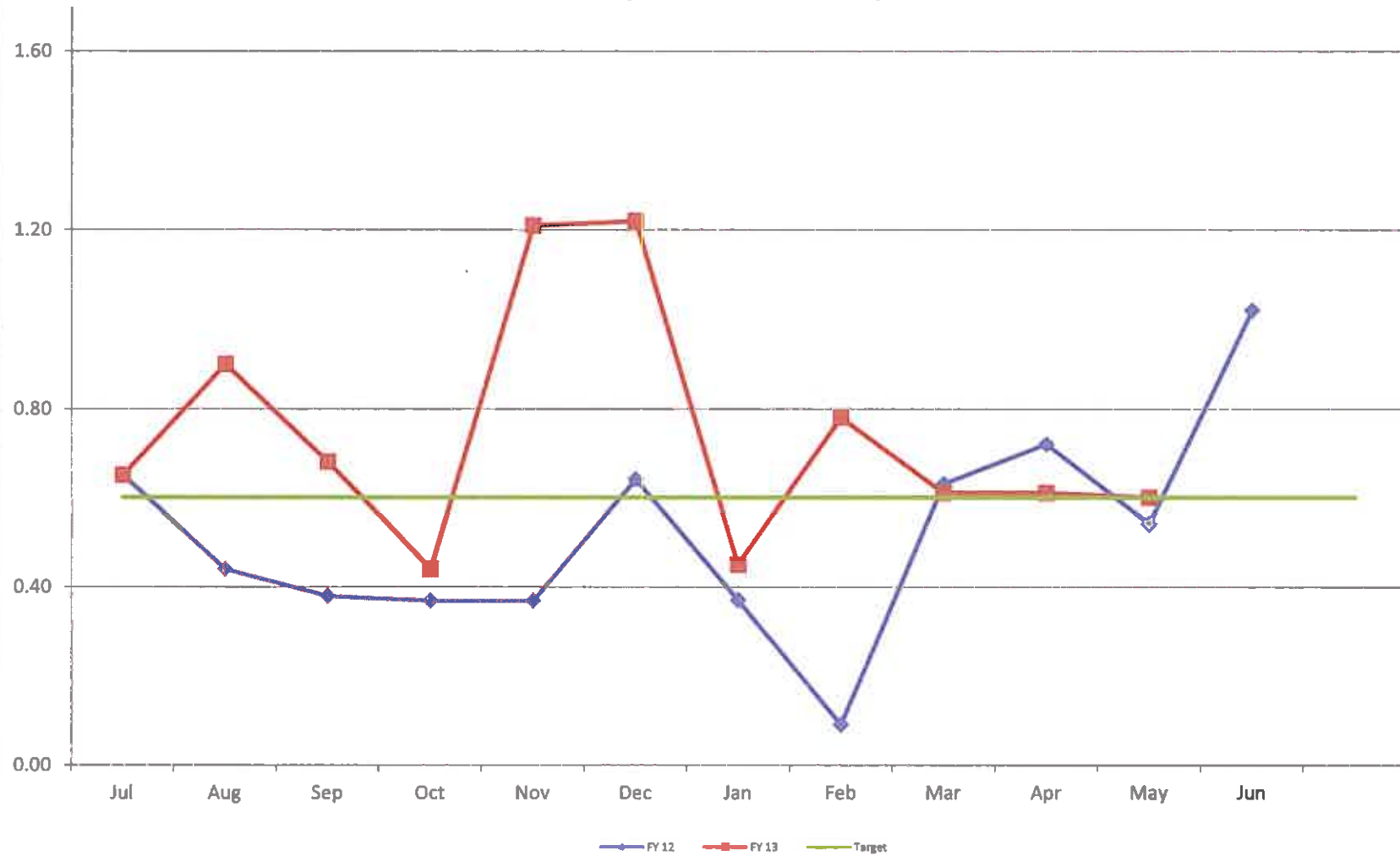
Goal	Performance Indicator	Attachment	Current Month	MTD Meets/Exceeds	Same Month Prior Year	% Improvement	Performance Target	FY 13 Year to Date	YTD Meets/Exceeds	FY 12 Year to Date	% Improvement
Overall System Performance:	Total Boardings	B	1,239,532	N/A	1,238,863	0.05%	N/A	12,951,562	N/A	12,772,646	1.40%
	Vehicle Service Hours		56,575	N/A	57,432	-1.49%	N/A	631,864	N/A	636,294	2.53%
	Total Fare Revenue	B	\$ 1,559,965	N/A	\$1,548,657	-0.73%	N/A	\$16,477,767	N/A	\$16,791,983	-1.87%
	Total Operating Expense		\$4,707,431	N/A	\$5,269,087	-10.66%	N/A	\$57,357,120	N/A	\$56,014,690	-2.40%
Safe Transit System	Preventable Accidents per 100,000 Miles	C	0.60	X	0.54	-11.21%	0.60	0.74		0.48	-35.31%
	Complaints per 100,000 Boardings	D	10.08	X	10.74	-6.10%	10.5	10.53		10.58	0.44%
	Schedule Adherence	E	77.0%		80.3%	-4.06%	90%	73.9%		84.6%	-12.65%
	Average Hold Time	F	0:43	X	0:38	-13.16%	0:45	0:41	X	0:38	-7.89%
Operate an Effective Transit System	Average Miles Between Service Interruptions	G	12,017		36,049	-66.67%	15,000	16,130	X	32,223	-49.94%
	Boardings per Vehicle Service Hour	H	21.9	X	21.6	1.39%	20.1	20.5	X	20.7	-0.98%
	Average Weekday Boardings	I	48,770	X	48,768	0.00%	46,000	46,906	X	46,155	1.63%
	Average Cost per Vehicle Service Hour	J	\$83.51	X	\$91.75	9.31%	\$99.22	\$90.77	X	\$90.89	0.13%
Operate an Efficient Transit System	Farebox Recovery Ratio	K	33.14%	X	29.39%	12.75%	26.76%	28.73%	X	29.98%	-4.27%

Attachment B: Total Boardings vs. Total Revenues



Attachment B

Attachment C: Preventable Accidents per 100,000 Miles (Lower is Better)

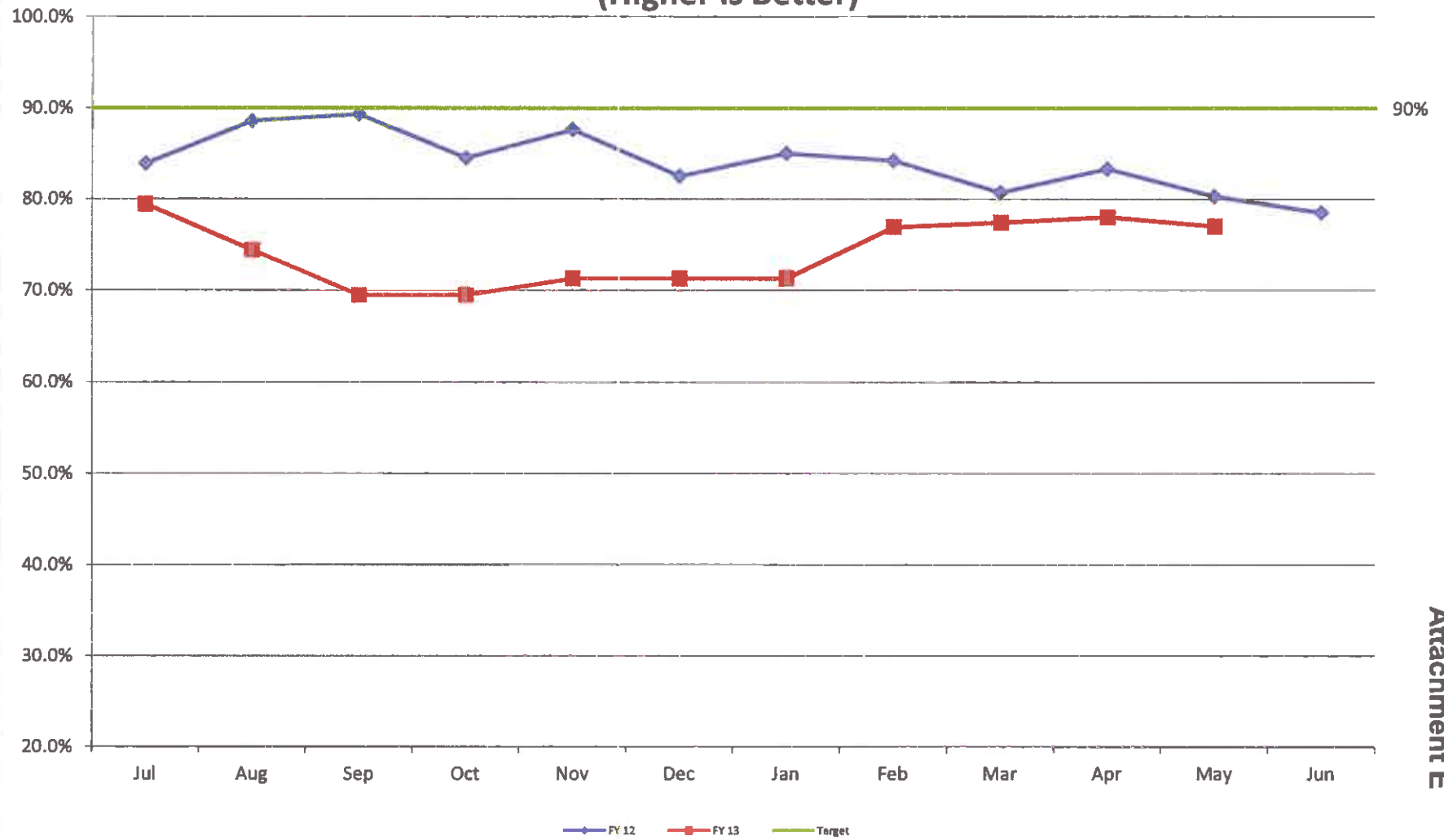


Attachment C

Attachment D: Complaints per 100,000 Boardings (Lower is Better)

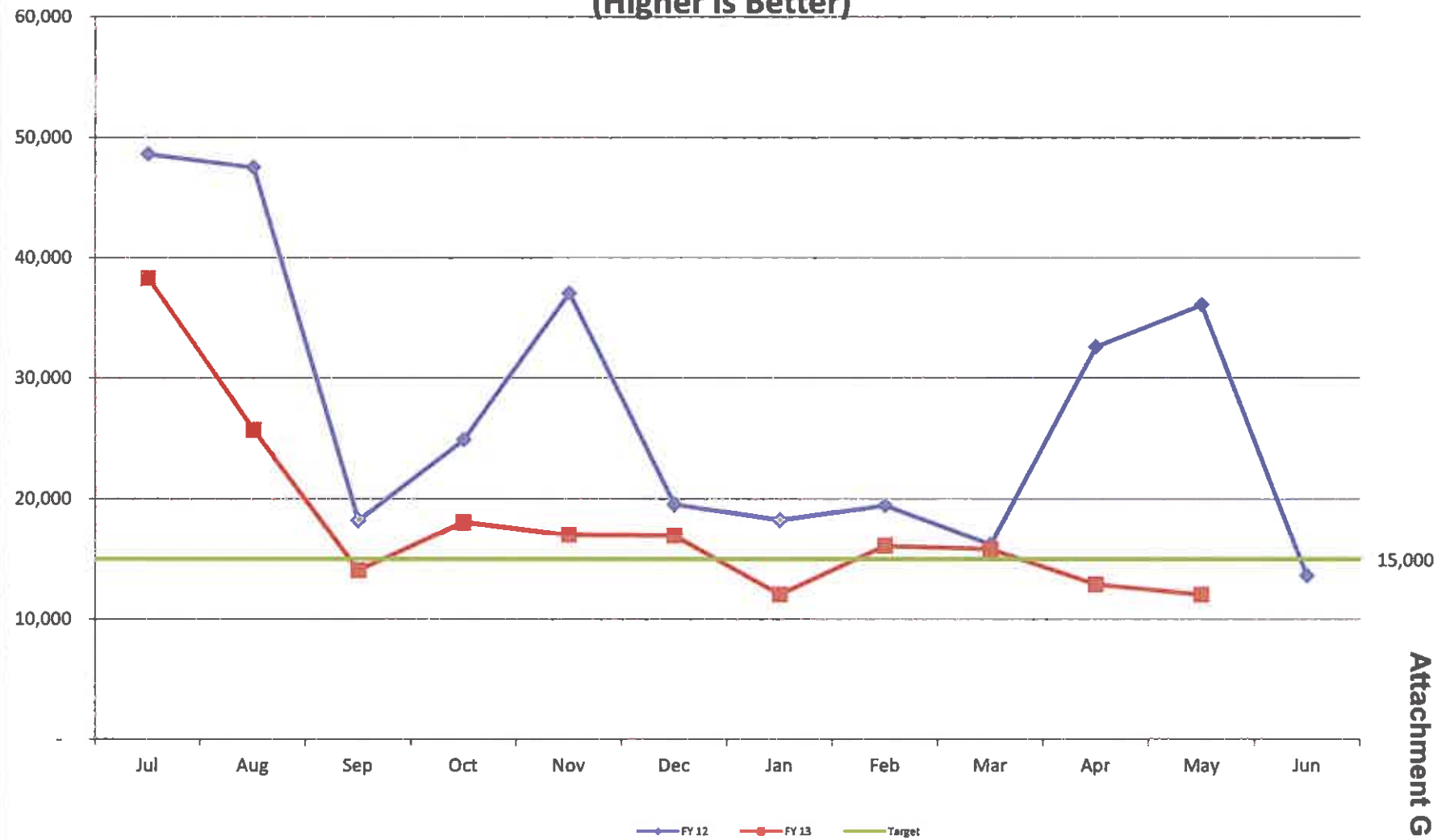


Attachment E: Schedule Adherence (Higher is Better)



Attachment E

Attachment G: Average Miles Between Service Interruptions (Higher is Better)



Attachment G

Attachment F: Average Hold Time (Lower is Better)



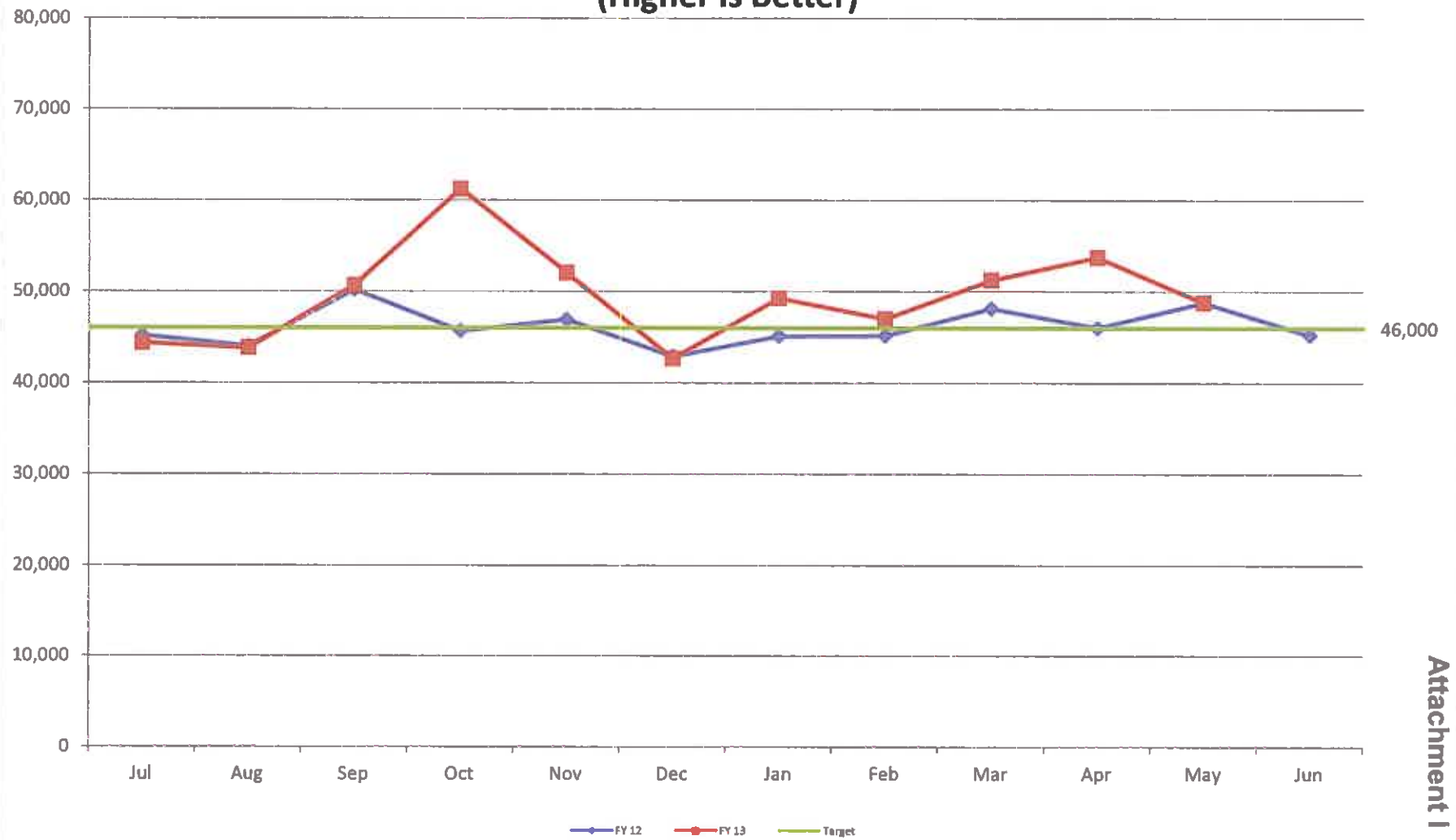
Attachment F

Attachment H: Boardings per Vehicle Service Hour (Higher is Better)

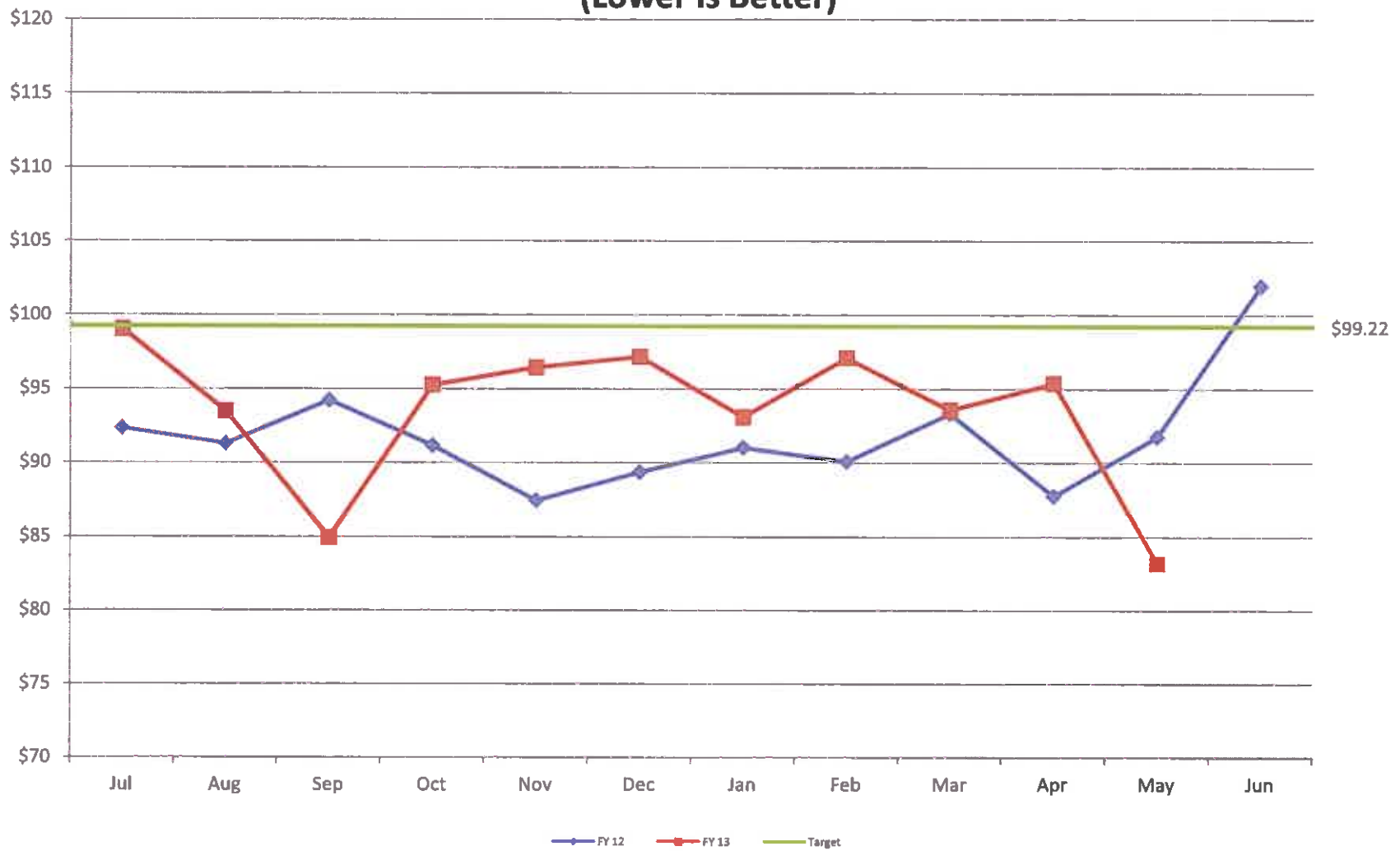


Attachment H

Attachment I: Average Weekday Boardings (Higher is Better)

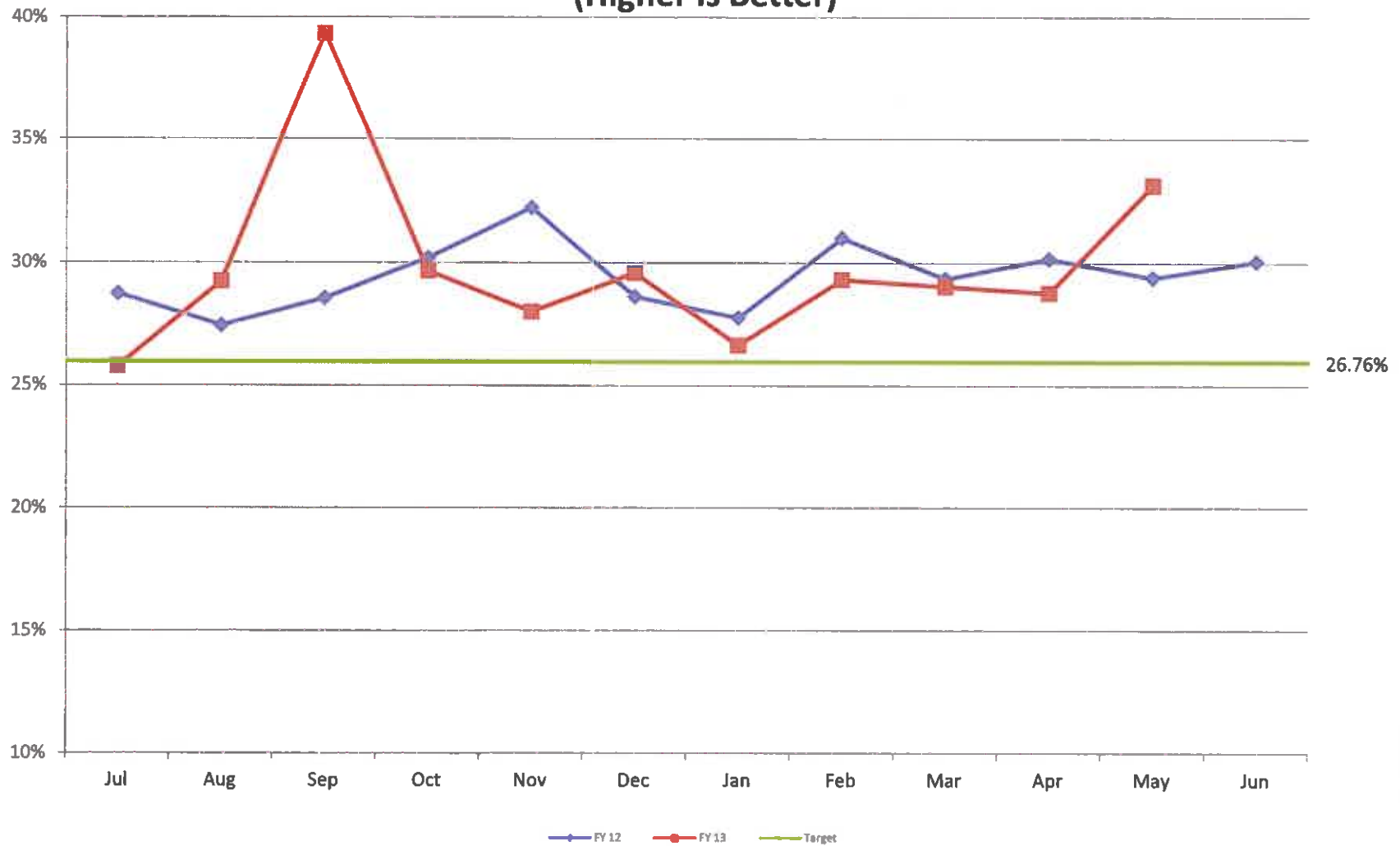


Attachment J: Average Cost per Vehicle Service Hour (Lower is Better)



Attachment J

Attachment K: Farebox Recovery Ratio (Higher is Better)



Attachment K

Attachment L: Operations Report - Total System
May-13

Goal	Current Month	Same Month Prior Year	% Improvement	Performance Target	FY 13 Year to Date	YTD Meets/Exceeds	FY 13 Year to Date	% Improvement
Average Fare per Boarding	\$1.26	\$1.25	0.68%	\$1.31	\$1.27		\$1.31	-2.68%
Average Cost per Boarding	\$3.80	\$4.25	-10.64%	\$4.93	\$4.43	X	\$4.35	-0.88%
Average Subsidy per Boarding	\$2.54	\$3.00	-15.36%	\$3.61	\$3.16	X	\$3.07	-2.81%
Total Vehicle Miles	1,165,637	1,117,519	4.31%	N/A	12,129,973	N/A	11,988,119	1.18%
Vehicle Service Miles	888,099	849,523	4.54%	N/A	9,345,405	N/A	9,138,813	2.25%
Total Vehicle Hours	76,346	67,434	13.22%	N/A	795,552	N/A	725,045	9.72%
In-Service Speed	15.7	14.8	6.07%	N/A	14.8	N/A	14.6	-0.07%
Boardings per Vehicle Service Mile	1.40	1.46	-4.40%	N/A	1.39	N/A	1.40	-1.01%